



## Overview

Health Care Excel (HCE) is a private, not-for-profit company that provides consultation and quality improvement services to promote and enhance the delivery of cost-effective care of the highest quality in a dynamic environment. Incorporated in 1974, the company was established to provide clinically based, objective, and independent monitoring of quality, appropriateness, and medical necessity of health care services. Recognized throughout the health care consulting industry, HCE is known for its use of an array of appropriate analytical and evaluative approaches, extensive involvement with physicians and medical care providers, and collateral health care disciplines.

The HCE team includes physicians, epidemiologists, researchers, statisticians, nurses, medical coders, information technology experts, marketers, accountants, human resource professionals, and others. With this dynamic staffing, the company is able to better understand its customers' needs through first hand knowledge, and thus to be more responsive. Together, the team works to improve health care processes and outcomes by providing expertise in the following areas.

- Utilization Management Review
- Restricted Card Program
- Quality of Care Case Review
- Quality Management Solutions
- Medical Policy Development
- Educational Programs
- Quality Gateway Virtual Library

**One**  
Our unwavering commitment  
to improve health care.  
**goal**

From its beginnings in quality management solutions, HCE serves the private sector and both state and federal governments. Success and recognition come from HCE's unique approach to understanding the needs of its customers, and using an array of services and expertise to exceed their expectations. Innovative solutions, quality, and cost-saving approaches ultimately lead to a high level of customer satisfaction.

HCE is led by a Board of Directors composed of professionals who contribute strong medical, financial, legal, academic, and administrative expertise. HCE has two subsidiaries, Health Care Excel of Kentucky (Louisville) and HCE QualityQuest (Phoenix).



*Measurable Improvement* and *Excellence in Service* are integral facets of the HCE philosophy, encouraging individuals to be responsible for the quality of work – “Quality Begins with **ME**.” With a dedication to quality, HCE not only reviews external quality improvement practices in health care facilities, it has developed a proven internal quality system as well. Its quality management system meets ISO (International Organization for Standardization) 9001:2000 standards.

HCE understands its strengths as a multi-dimensional health care consulting company and is constantly building upon its success to provide services that focus on improving health care.